



National Domestic Communications Assistance Center (NDCAC)

Program Update

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Technical Resource Group

- Provide assistance and technical referrals to law enforcement clients – currently more than 12,000
- Six month trend in number of clients: increase of 1,246
- Types of calls handled by the TRG
 - Assisting in correlating service provider information
 - Interpretation of provider call detail records
 - Cell tower information
- Number of requests over the last six months: 3,131



Technology Sharing

- Share tools and technical solutions with the law enforcement community
- Work with members of law enforcement to identify, leverage, and develop innovative and effective technical solutions
- Identify and clarify the technical capabilities and features that law enforcement views as important to accomplishing its mission



Technology Sharing – Tools

- An investigative resource and fully searchable tool to locate cell sites/towers throughout the United States
- An application that provides a simple interface to process, compare and display one or more call detail reports using common data fields
- A software application and graphical user interface designed for electronic surveillance presentation and viewing
- A tool to read Internet Protocol (IP) addresses and parse out relevant information and create a report with quick to read statistics and IP ownership information
- Software application for social media files provided in response to legal demands



Technology Sharing – Tools

- A tool to assist with open source research utilizing numerous social media platforms
- A tool to facilitate law enforcement's understanding of returns involving cloud-based backups
- Make commercially available tools more widely available
- *Upcoming* - A preview tool that enables investigators to safely review evidentiary data found on a variety of digital media in a write protected environment



Training

- Provide a comprehensive curriculum to educate law enforcement on new and emerging services and technologies:
 - Leverage existing training opportunities and making them available to State and Local Law Enforcement
 - Develop in-house training curriculum to fill gaps that exist in existing communication training programs
 - Conduct regional outreach to familiarize the law enforcement community with the assistance available through the NDCAC



Training

- Since its inception, the NDCAC has provided training to approximately 6,000 law enforcement representatives
 - Onsite classes have hosted more than 1,200 students from 400+ State and local agencies
 - Regional classes have hosted nearly 4,700 students from 1000+ State and local agencies
- This Fiscal Year, the NDCAC has hosted 974 law enforcement representatives
 - 293 onsite students
 - 681 students in regional classes



Training - Courses

- “Modern Internet Communication Services Course” provides students with an understanding of new communication services and technologies that enhances criminal investigative techniques and promotes best practices across the law enforcement community
- “Understanding Investigative Techniques for Modern Telecommunications,” equips law enforcement with basic skills such as cellular data record analysis, geospatial mapping, and cell site analysis
- NEW - “Best Practices – Collection / Seizure of Mobile Devices” provides first responders and investigators a basic understanding of methodologies and procedures to collect and seize mobile devices



Training - Courses

- Regional law enforcement outreach training to expose the community to the NDCAC's capabilities and services
- Examples of courses leveraged by the NDCAC include:
 - FBI Cellular Analysis Survey Team
 - DEA Social Media course
 - US Secret Service – National Computer Forensics Institute Basic Investigation of Computer and Electronic Crimes Program and Basic Mobile Device Investigation



Website

- The NDCAC's Internet presence is composed of two parts
 - Public facing website: general information about the NDCAC and its role
 - Secure portal: restricted access information repository and focal point for law enforcement and industry collaboration
- Recently re-designed to increase ease of use
- Challenges with access
 - Delays caused by multiple sign-ons
 - Required authentication causes issues with automatic tool updates
 - Confusion between public and secure portals
- Researching options for more streamlined access